

What Veterans are saying about VA Boston Primary Care, Mental Health and Specialty Outpatient Services.

*West Roxbury Campus patient survey results, current fiscal year.
October 2018 – September 2019*



EASE/SIMPLICITY

After I entered this Division,
I found it easy getting to my appointment.

After my visit,
I knew what I needed to do next.



EMPLOYEE HELPFULNESS

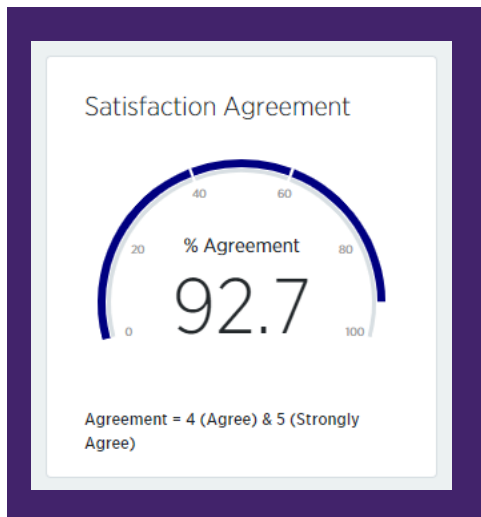
My provider listened carefully to me.

My provider explained things in a way
I could understand.



QUALITY

After I checked in to my appointment,
I knew what to expect.



SATISFACTION

I am satisfied with the service I received from
VA Boston HCS.

*Veterans receive surveys only if they
have an email address in CPRS.*



What Veterans are saying about VA Boston Primary Care, Mental Health and Specialty Outpatient Services.

*Jamaica Plain Campus patient survey results, current fiscal year.
October 2018 – September 2019*



EASE/SIMPLICITY

After I entered this Division,
I found it easy getting to my appointment.

After my visit,
I knew what I needed to do next.



EMPLOYEE HELPFULNESS

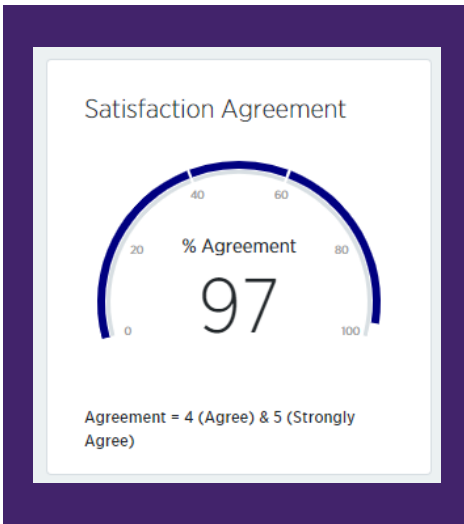
My provider listened carefully to me.

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I could understand.



QUALITY

After I checked in to my appointment,
I knew what to expect.



SATISFACTION

I am satisfied with the service I received from
VA Boston HCS.

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have an email address in CPRS.*



What Veterans are saying about VA Boston Primary Care, Mental Health and Specialty Outpatient Services.

*Brockton Campus patient survey results, current fiscal year.
October 2018 – September 2019*



EASE/SIMPLICITY

After I entered this Division,
I found it easy getting to my appointment.

After my visit,
I knew what I needed to do next.



EMPLOYEE HELPFULNESS

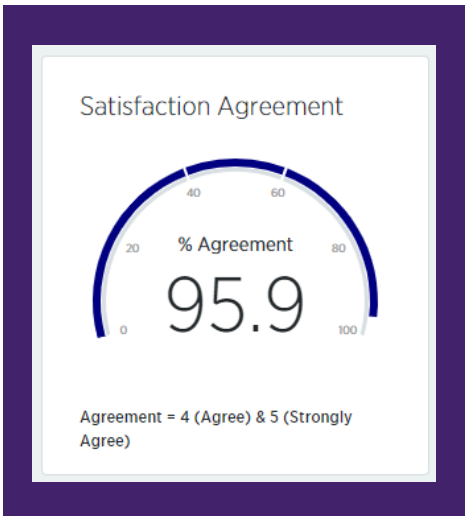
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QUALITY

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SATISFACTION

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